

Public Input to the FCC
Telecommunications Relay Service Docket CG 03-123
September 14, 2006

Hello. My name is Fiona Dan. I do have one comment to share with you in terms of the video relay system. I'll call through Sorenson maybe using the d link or using a TTY. I'll make that call to the relay system and sometimes I get answers rights away. That's great. But suppose I'm calling my mom and I'm waiting and finally hook up with her. The one thing I don't like about the relay system is that they have to go on this, you know, for a minute or two, explaining to my mom, have you heard a VRS call before and on and on and on and she's yes, I know that. So that's great. But sometimes I'll call and reach say someone I don't know through relay and they'll say they don't know what it is. What does it mean, you know, about the interpreter being in the middle of this three-way communication. They think we are trying to sell something and they hang up on us. That's awful. That's rude. Maybe I'm trying to get a doctor, a dental appointment and they hang up. And they think they are getting a sales call and apparently they don't have the experience or know what a relay call is about. So I have to rely on my parents or friends or someone or whom ever to call for me because I'm getting hung up on again and again and then they'll make that direct call and let them know what I'm asking for. But when I try and make the call, you know, say I first quality my parents and say then maybe to contact social security administration or some office, sorry, you have to be 24 years of age or older and that person cannot -- or that person cannot call through -- a person who is under 24 years of age -- anybody over 24 cannot contact

the SSA through another party, must contact them themselves.

Actually, I'm making the call and they don't realize it, though I'm going through an interpreter. So there's all these conflicts, misunderstandings and problems and so it becomes a hassle and problem for me to be independently contacting these different places, these different agencies. Sometimes I'll go in person and they'll say I'm so sorry, I didn't mean to hang up. I have to try again. But after I have been there and got it clarified, then it works. But again and again this kind of frustration is occurring. I'm asking for the relay system can somehow eliminate this elongated explanation as to who they are, just don't go through that. Say so and so is calling as if it's just me calling them directly. Thank you.

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